



CONTRIBUTION OF SELF-EFFICACY AND WORK MOTIVATION IN SHAPING CARING BEHAVIOR OF NURSES

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ABSTRACT

Caring is the core of nursing practice, reflecting a nurse's approach to expressing genuine concern for the patient. Caring behavior of nurses is a form of caretaking that facilitates patients to achieve an optimal improvement in the quality of their recovery and health. Caring is driven by the self-confidence and work motivation of an individual nurse. This study aims to explore the correlation between nurses' self-efficacy, work motivation, and the caring behavior at Military Hospital in South Jakarta. This study used a cross-sectional design to explore the relationship between the variables of self-efficacy, motivation, and caring behavior. The study population included nursing staff from both inpatient and outpatient units. A total sample size was 122 nurses and was collected through a e-questionnaire and analyzed using descriptive statistics and bivariate correlation analysis. The results showed that there was a significant relationship between self-efficacy (p value 0.001, R = 0.295) and work motivation (p value 0.012, R = 0.236) with nurses' caring behavior. The correlation coefficient showed that both self-efficacy and work motivation had a positive correlation with nurses' caring behavior. Self-efficacy and work motivation significantly influence nurses' caring behavior, highlighting the need for interventions to enhance these factors among nursing staff to improve patient care.

Keywords: caring behavior; nurse; self-efficacy; work motivation

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INTRODUCTION

Watson, a Caring theorist, states that caring is the type of relationship needed between the giver and receiver of care to improve the patient's health status as a human being, thereby affecting the patient's ability to recover (Alikari et al., 2022). Caring is the core of nursing practice since caring is an approach for nurses to show their empathy to patients. Caring behavior is expected to be the essence of nursing that will differentiate the nursing profession from other professions. Caring behavior can support patients to achieve improved health recovery. A caring attitude can encourage patients to achieve improved health recovery. Watson in her book entitled "The Philosophy and Science of caring" writes about the basic concept of caring constructed on ten carative factors that become ten caritas processes needed in the relationship between nurses and patients. Robbins & Judge (2017) argue that caring is basically a nurse's behavior, so caring basically depends on the nurse's individual characteristics.

This study will investigate the relationship between self-efficacy and motivation variables with nurses' caring behavior. There is an association between self-efficacy and nurses' caring behavior, according to research conducted by (Drama et al., 2019) in an inpatient room at a

hospital in Palembang which showed the results ($p=0.05$). This study provides recommendations on the importance of programmes to increase nurses' confidence from the early stages of their careers by nursing management. Self-efficacy is defined as a belief about the ability to successfully complete work. High self-efficacy will enable a person to mobilize the motivation, cognitive resources, and actions needed to successfully carry out tasks in a particular context. A previous study by Fitriani & Wihardja (2024) at dr. Suyoto Hospital found a significant positive relationship between work motivation and caring behavior among 137 inpatient nurses ($p<0.05$). Furthermore, intrinsic motivation was more strongly associated with caring behavior ($p<0.001$) than extrinsic motivation. Based on this, we hypothesize that self-efficacy, which can influence work motivation, may be a key factor in fostering caring behavior among nurses.

As a government hospital under the Ministry of Defense, the institution operates with a military-style command and control structure. This centralized command structure is a defining characteristic of the hospital. Located in South Jakarta, it houses 140 nursing staff in its inpatient department and achieved an average bed occupancy rate of 52.12% in 2020. The hospital offers emergency services such as an emergency department and intensive care unit, as well as inpatient care. As a class B hospital with full accreditation, it excels in providing medical rehabilitation services to members of the Indonesian Armed Forces, Ministry of Defense staff, and the public. The hospital's accreditation, strengths, and unique characteristics necessitate the provision of high-quality care, including the enhancement of healthcare personnel capabilities in accordance with the highest standards. A previous study conducted at this hospital revealed that nurses experienced a high physical workload, accounting for 72.72% of their shift, equivalent to 4 hours and 25 minutes of nursing activities and 3 hours and 11 minutes of non-nursing tasks. Moreover, the study found that nurses demonstrated a relatively low level of caring behaviors, with the humanistic aspect scoring the lowest at 40.30% of the maximum score (Fitriani et al., 2019). This lack of caring behaviors in nursing care has been linked to decreased patient satisfaction, as patients reported feeling neglected, undervalued, and misunderstood. According to the head of nursing, several factors may contribute to this issue, including communication, friendliness, and accountability. The communication established between patients and nurses is therapeutic, which can enhance patient health. Nurses can demonstrate caring by greeting patients in a friendly manner. Accountability demands that nurses be more responsible, both to themselves and to others, in providing patient care. Based on these findings, this study aims to identify the relationship between self-efficacy, work motivation, and caring behaviors among staff nurses in a military hospital in South Jakarta.

METHOD

This study used a descriptive correlational design with a cross-sectional approach. The purpose of this study was to determine the relationship between nurses' self-efficacy and work motivation with nurses' caring behavior in a military hospital in South Jakarta. Independent variables include nurses' self-efficacy level and work motivation. The dependent variable was nurses' caring behavior, which was assessed using 10 caritas processes from the CNPI-23 scale. The sampling technique used was total population sampling involving 122 nurses. The novel aspect of this study compared to previous studies is that while previous studies often focused on individual characteristics, work motivation, self-efficacy, or job satisfaction separately, this study aimed to identify two main factors that influence caring behavior. Data were collected using a digital questionnaire (Google Forms) that included demographic data, 13 questions about work motivation, 38 questions about nurses' self-efficacy, and 23

questions about nurses' caring behavior assessed using the Nurse-Patient Interaction Scale (CNPI-23N).

The CNPI-23 questionnaire has previously been tested for validity in a study conducted by Fitriani on 30 nurse respondents at Mintohardjo Hospital. The reliability test has been carried out with the reliability coefficient value (Cronbach Alpha) is above 0.7. The self-efficacy questionnaire consist of 38 questions and has been tested at Maranatha Hospital Bandung, and obtained coefficient value (Cronbach's Alpha) of 0.720. Similarly, the nurse work motivation questionnaire was statistically tested at St. Carolus Hospital involving 29 nurses and obtained a coefficient value (Cronbach's Alpha) of 0.753. To assess nurses' caring behavior this study used the Caring Nurse-Patient Interaction Scale (CNPI-23). This scale was adapted to harmonize with Watson's ten carative processes, consisting of 23 items. Data analysis included univariate and bivariate analysis using the Chi-square test. The research team followed ethical guidelines by protecting the rights of participants, maintaining confidentiality, and minimizing potential risks. Ethical clearance was obtained from the Medical and Health Research Ethics Committee, Faculty of Medicine and Health Sciences, Krida Wacana Christian University, with number 1616/SLKE/IM/UKKW/FKIK/KEPK/X/2023.

RESULTS

Tabel 1.

Characteristics of Age and Length of Work of Respondents (n = 122)

Characteristic	Mean	Median	SD	Min-Max	95% CI
Age	32,16	31,00	5,083	24 - 45	31,25 - 33,08
Length of Work	6,87	5,00	4,466	2 - 23	6,07 - 7,67

Table 1 shows that the average age of nurses is 32.16 years. At the 95 % confidence level, it is confirmed that the average age of nurses is between 31.25 years and 33.08 years. The average length of work of nurses in this study was 6.87 years. The 95% confidence level CI believed that the average length of work of nurses was between 6.07 years to 7.67 years.

Tabel 2.

Characteristics of Nurses by Gender, Educational Level, Marital Status and Employment Status (n = 122)

Characteristic	f	%
Gender		
Male	16	13,1
Female	106	86,9
Educational Level		
Diploma of Nursing	99	81,1
Bachelor Degree of Nursing	2	1,6
Ners	21	17,2
Marital Status		
Single	27	22,1
Married	93	76,2
Divorced Life/Death	2	1,6
Employment Status		
Civil Servant	110	90,2
Honorary Staff	4	3,3
Government Employees with Work Agreement	8	6,6

Table 2 shows that the majority of executive nurses were female (86.9%) and had a Diploma of Nursing education (81.1%). The majority of nurses were married (76.2%) and were civil servants (90.2%).

Tabel 3.
Work Motivation, Self-Efficacy and Caring Behavior of Nurses (n = 122)

Variabel	f	%
Work Motivation		
Low	37	30,3
High	85	69,7
Self - efficacy		
Low	78	63,9
High	44	36,1
Caring Behavior		
Poor	39	32
Good	83	68

Table 3 presents data on work motivation, self-efficacy and caring behaviour of nurses. The table shows that the proportion of nurses with high work motivation is 69.7%. Furthermore, Table 3 also shows that the majority of nurses have low self-efficacy (63.9%) and have good caring behaviour 83 nurses (68%).

Table 4.
Relationship between Work Motivation and Self-Efficacy with Caring Behaviour of Nurses (n = 122)

Variabel	Caring Behavior		P value	R value
	Poor	Good		
Work Motivation				
Low	18 (48,5)	19 (51,4)	0,012*	0,236
High	21 (24,7)	64 (75,3)		
Self-Efficacy				
Low	33 (42,3)	45 (57,7)	0,001*	0,295
High	6 (13,6)	38 (86,4)		

Nurses with high work motivation had good caring behaviour as much as 75.3% and in contrast nurses with low work motivation performed good caring behaviour as much as 19 respondents (51.4%). This shows that the higher the nurses' work motivation, there will be higher caring behaviour. These results are validated by statistical tests using the Chi-square test with $\alpha = 0.05$ obtained a p value = 0.012 ($p < 0.05$) and with a correlation value of 0.236. This shows that there is a positive and related relationship between work motivation and good caring behaviour of nurses. There were 86.4% nurses with high self-efficacy who had good caring behaviour. This shows that the higher the nurse's self-efficacy, there will be higher caring behaviour. These results are validated by statistical tests using the Chi-square test with $\alpha = 0.05$ obtained a p value = 0.001 ($p < 0.05$) and with a correlation value of 0.295. This shows that there is a positive and related relationship between self-efficacy and nurses' good caring behaviour.

DISCUSSION

The Characteristics of Nurses

The average work length of nurses in this study was 6.87 years. The range of 5 years of work shows that a person has good work experience. The nurse must have previously experienced a period of orientation, career advancement, or capacity building opportunities from the hospital. In this study, the average nurse has worked for 6 - 7 years, in line with the study of Jayanti & Dewi (2021) which states that a working period of 5 years or more usually has quite good work experience and has been able to adjust to the work environment. Nurses' caring behavior is also influenced by 3 individual factors including abilities and skills, background, and demographics. Educational background is one of the factors that can determine a nurse's critical thinking in providing nursing care that suits the needs of patients (Khanade & Sasangohar, 2017). This research shows that most nurses have a Diploma in Nursing. This

condition occurs because most government hospitals still prioritize the recruitment of new nurses with a Diploma of Nursing background. The result of this study is also supported by the percentage of nursing staff with Diploma of Nursing which has the first position of 77.56% (230,262) of all nursing staff in Indonesia (Gunawan & Aunguroch, 2022).

The findings of nurse characteristics show most of the nurses are married (76.2%). Marital status is a socio-demographic factor that is closely related to family conflicts that can affect a person's work performance. The results also showed that the majority of nurses were civil servants (90.2%). The employment status of nurses is divided into Civil Servants, Honorary Staff, and Government Employees with Work Agreement status. Another study showed no significant relationship between employment status and nurses' caring behaviour Dwi Sandiyah & Mustriwi (2022), but a study by Manalu (2021) revealed interesting findings from a literature review that built a hypothesis that employment status and work motivation can affect the performance of an employee.

Overview of Work Motivation, Self-Efficacy and Caring Behaviour of Nurses

Motivation is a powerful desire from a person to perform an activity that can change a person's behaviour (Puspita & Hidayah, 2019). It can also be defined as the desire of an individual to make someone more interested in their work, characterised by excitement, interest in work, happiness, curiosity and a high level of involvement in job completion (Dave et al., 2011). Nurses who have high motivation will perform well, be resilient and take responsibility for their work. The results of this study indicate that the majority of nurses have low self-efficacy (63.9%). Self-Efficacy is an effort that a person makes to survive when experiencing obstacles or bad situations so that they try various ways to succeed (Larasasti et al., 2024). Meanwhile, another study by Martini et al., (2021) states that self-efficacy is a person's belief in their ability to organise and perform a series of actions to achieve a set goal. Most of the nurses in this study have low self-efficacy, which illustrates that the majority of nurses lack the effort or ability to survive when faced with difficult difficulties, and this will have an impact on the achievement of goals as a nurse. Self-efficacy significantly affects a person's caring behavior, especially in the context of nursing. Nurses with low self-efficacy may experience burnout in performing their profession (Lestari et al., 2022). This study found that most nurses have good caring behaviours. Caring is a heartfelt behaviour that all nurses are required to have such as caring, attentiveness, and responsiveness to patients' emotions to create a therapeutic relationship (Parker et al., 2015). Besides demonstrating good work performance in nursing care, the caring behavior of nurses certainly enhances patient satisfaction (Rangki, 2021). Caring is also referred to as an interpersonal process that results in protection, emotional support, and fulfilment of patients' bio-psycho-social needs so that it becomes fundamental in the nursing profession (Drahošová & Jarošová, 2016). Parker et al., 2015, stated that caring is a type of relationship and transaction that is needed between the giver and receiver of care to improve and protect the patient as a human being, thus greatly affecting the patient's ability to heal.

Relationship between Work Motivation and Self-Efficacy with Nurses' Caring Behaviour

Self-motivation can encourage a person to work or exercise power, especially in shaping behaviour. Nurses' caring behaviour is the basic nature of nurses as humans to help, to be careful, and to provide assistance, as well as to provide support for patients independence through a therapeutic relationship between nurses and patients. Nurses' work motivation has a crucial role in realising caring behaviour that aims to create higher welfare, based on humanity and moral aspects (Kristyaningsih & Rusmawati, 2023). A primary study from Permana & Nuramalia (2023) found that there is a relationship between nurse performance

motivation and nurse caring behaviour with a correlation value of 0.515, which means there is a moderate relationship with a range of 0.400-0.599. This results is in line with this study and are similar to study from Setiawati et al (2023) which states that psychological factors consisting of attitudes, personality, and motivation are factors that can improve nurses' caring behaviour. Work motivation can encourage attention to one's behaviour such as awakening, directing and being diligent in carrying out actions voluntarily for achieving goals.

The results of this study showed that nurses with high self-efficacy had good caring behaviour as much as 86.4%. This shows that the higher the nurse's self-efficacy, the higher the nurse's caring behaviour. This shows that there is a positive and significant relationship between self-efficacy and nurses' good caring behaviour. The higher the nurse's self-efficacy, the higher the tendency to have better caring behaviour. Self-efficacy can affect work performance, perseverance, making choices, and actions when working on the role of a nurse. Self-efficacy has a significant effect on a person's caring behaviour. In the context of nursing, efforts to improve caring as the essence of nursing services have always been an important part of nursing management in hospitals. An exploratory study during the Covid-19 period found that a nurse's self-efficacy can be influenced by 3 things such as personal variables, organisational variables, and external variables (Pande et al., 2023). Self-efficacy is developed through a person's interaction with their physical and social environment. Nursing self-efficacy is an important attribute for nurses to develop positive attitudes towards their clients, improve performance, and increase job satisfaction (Shrestha et al., 2021). Therefore, it is crucial for organisations to consider nurses' self-efficacy during their orientation period as well as after they have become permanent employees.

An individual nurse's belief in their ability to develop caring relationships with patients is also known as caring efficacy (Surbakti et al., 2019). Nurses with low self-efficacy may fail to fulfil patients' basic needs, such as providing comfort, maintaining body hygiene, and monitoring patients' conditions in the hospital. In addition to low quality of care, patients may also feel a lack of intention and attention from nurses. The implementation of caring integrated with self-confidence can improve individual health and facilitate the delivery of nursing care to patients (Lukmanulhakim et al., 2019). Nurses who have the confidence to care and little worry in carrying out their work will have emotional maturity so that the care provided reflects empathy because nurses are able to identify the patient's bio-psycho-spiritual needs.

CONCLUSION

This study found that most nurses working in the inpatient and outpatient units were female (86.9%), had an average age of 32.16 years, and had worked for an average of 6.87 years. Most had a degree in Diploma of Nursing (81.1%), were married (76.2%), and were civil servants (90.2%). Despite most nurses having a high level of work motivation (69.7%), their self-efficacy was relatively low (63.9%). The results also showed that 68% of nurses had positive caring behaviors. There was a significant correlation between work motivation, self-efficacy, and caring behavior among the nurses.

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